

## Fingerprint Requirements and Instructions (effective December 1, 2015)

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Most licensees, registrants, and individuals required to submit biographical information are required to undergo a fingerprint background check. The fingerprint requirement is authorized in Texas Insurance Code [\(TIC\) §801.056](#) and [\(TIC\) §4001.103](#) amended 28 Texas Administrative Code [\(TAC\) §1.501](#) and [§§1.503 – 1.509](#). Individuals who wish to claim an exemption from the fingerprint requirement based on 28 TAC §1.504(b) or (c), must provide information supporting the exemption. If the exemption is claimed based on a prior fingerprint submission, the individual must provide information on the type of license application or Texas Department of Insurance (TDI) filing with which the fingerprints were submitted, and the date the fingerprints were submitted to TDI.

The IdentoGO Texas Fingerprint Service Code Form is available from TDI's [Agent / Adjuster Application forms](#) page at <http://www.tdi.texas.gov/forms/form11apps.html>.

TDI strongly encourages all individuals to utilize electronic fingerprinting through approved vendors as authorized under the rule. Electronic fingerprinting is fast and accurate, and in most cases will avoid potential delays in the processing of your submission.

Fingerprints will be used to check criminal history records of the Texas Department of Public Safety (DPS) and the Federal Bureau of Investigation (FBI), in accordance with applicable statutes.

### Electronic Fingerprinting

The general process for electronic fingerprinting is:

1. Schedule an appointment to be electronically fingerprinted by MorphoTrust USA at one of their [IdentoGO](#) enrollment centers.
  - Internet based scheduling is the quickest and most convenient way to obtain a fingerprint appointment.
    - a) You may begin the process by simply clicking on the following link:  
[IdentoGO – 11G6QF - Texas Department of Insurance](#) and then;
    - b) Click **“Schedule an Appointment”**.
  - If you prefer to schedule over the telephone, you must:
    - a) First download the [IdentoGO – Texas Fingerprint Service Code Form](#), available from TDI's [Agent / Adjuster Application forms](#) page at <http://www.tdi.texas.gov/forms/form11apps.html>;
    - b) Then call **888-467-2080**;
    - c) Please have the IdentoGO Texas Fingerprint Service Code Form before you call. MorphoTrust USA will prompt you for the service code (11G6QF) on the form;
    - d) Once you have scheduled your appointment, you are not required to bring the form to your appointment.
2. Arrive at your scheduled appointment with your photo identification and fee.
  - If you plan on bringing a form of identification other than a valid (unexpired) TX Driver's License, please refer to the DPS's website for a list of acceptable documents to prove identity at [http://www.dps.texas.gov/administration/crime\\_records/docs/ProvelIdForFingerprinting.pdf](http://www.dps.texas.gov/administration/crime_records/docs/ProvelIdForFingerprinting.pdf).
  - MorphoTrust USA accepts Visa/MasterCard/Discover/American Express, business checks, money orders, and coupon codes (employer accounts) at the time of service.
  - Please note that **personal checks and cash are not accepted**.
3. Your fingerprints will be submitted electronically to the DPS and the FBI. You will NOT receive a printed fingerprint card.
4. At the conclusion of your appointment, the MorphoTrust USA enrollment agent will provide you with an IdentoGO receipt stating that you were fingerprinted.
  - **Do not throw away the receipt;**
  - Attach a copy of the IdentoGO receipt to your application;
  - Keep the original IdentoGO receipt for your records.

**NOTE:** The **IdentoGO receipt** will contain either a **TCN#** or **UE ID#**.

**DO NOT ATTEMPT TO SUBMIT AN ELECTRONIC APPLICATION  
BEFORE OBTAINING AN IDENTOGO FINGERPRINT RECEIPT.**

The current electronic application requires the TCN#. You may obtain your TCN#, if a UE ID# is provided on your receipt, by visiting [Uenroll - IdentoGO Centers By MorphoTrust USA](#) and checking the status of your fingerprint process.

## Exception to Electronic Fingerprinting – Fingerprint Cards (Out of State Individuals):

When electronic fingerprinting is not available, the process below must be followed to submit ink fingerprint cards:

1. Pre-enroll with MorphoTrust USA to submit fingerprint cards.
  - Internet based pre-enrollment is the quickest and most efficient way to submit fingerprint cards.
    - a) You may begin the process by simply clicking on the following link:  
<https://uenroll.identogo.com/servicecode/11G6QF> and then;
    - b) Click **“Schedule an Appointment”**;
    - c) On the next screen, click the **“Pay for Ink Card Submission”** button and complete all required fields on the following page;
    - d) Complete payment screen;
    - e) Print the confirmation containing a bar code and complete by signing the waiver and filling in contact information;
    - f) Once you have obtained your fingerprint cards, follow mailing directions on the confirmation document.
  - If you prefer to pre-enroll over the telephone, you must:
    - a) First download the [IdentoGO – Texas Fingerprint Service Code Form](#), available from TDI’s [Agent / Adjuster Application forms](#) page at <http://www.tdi.texas.gov/forms/form11apps.html>;
    - b) Then call **888-467-2080**;
    - c) Please have the TX Fingerprint Service Code before you call. MorphoTrust USA will prompt you for the Service Code (**11G6QF**) on the form;
    - d) Inform the MorphoTrust USA representative that you wish to pre-enroll for a **“hard card submission”**;
    - e) Once payment is complete a summary confirmation document will be emailed to you;
    - f) Print the confirmation document and complete by signing the waiver and filling in contact information;
    - g) Once you have obtained your fingerprint cards, follow mailing directions on the confirmation page.
2. Obtain a copy of your fingerprints by a criminal law enforcement agency on an original FBI fingerprint card that includes: Texas Department of Insurance ORI TX920540Z. All requested information must be provided on the fingerprint card, and you and the official taking the fingerprints must sign the card. Blank cards may be obtained from TDI by calling 512-676-6500 or email request to the Agent and Adjuster Licensing Office at [LICENSE@tdi.texas.gov](mailto:LICENSE@tdi.texas.gov). All fingerprints MUST be captured by a law enforcement agency.
3. Once you have obtained your fingerprint cards, follow the mailing instructions found on the MorphoTrust USA Pre-enrollment confirmation page that you previously printed and completed.
4. Wait for a receipt from MorphoTrust USA.
  - The receipt must be attached to the completed application for licensure or registration, at the time it is mailed to TDI.
  - You may check the status of your submission at <https://uenroll.identogo.com/servicecode/11G6QF> and then;
  - Click **“Check Status”**.

**Fingerprints provided for this application will be used to check criminal history records of the DPS and the FBI, in accordance with applicable statutes.**

**TDI cannot complete processing an application until it receives a criminal history report from the DPS and the FBI, for all individuals who are required to provide a fingerprint receipt.**

For more information regarding fingerprinting requirements, contact the Agent and Adjuster Licensing Office at (512) 676-6500, or send an email to [License@tdi.texas.gov](mailto:License@tdi.texas.gov).